

QuEST Updates Rural Quality Improvement Plan

By Marcia Bennett

On January 15 eleven members of the Quality Enhancement Steering Team (QuEST) met in Carson City to look at information from people receiving services, families, provider staff, RRC staff and Medicaid about how supports and services are working for people. We discovered things that have improved and identified areas

still needing attention. We learned that people and their staff are feeling better supported and respected.



We're all doing a good job of discovering personal

goals and we're more willing to try new things to support people in their goals. We also learned that the areas still needing improvement include

communication between RRC and service providers, training opportunities for staff, choices and options for people being supported, and outcomes related to community involvement and integration. We also learned that the people we support want more opportunities to tell us how we're doing and what is important to them.

To improve services in these areas, QuEST has created

PRIDE Is Still Going Strong!!! By Mary Winkler

PRIDE Rural Transportation service has been increasing steadily on the Hwy. 50 E route from Carson City to Silver Springs, Fallon, Yerington, and Fernley. Ridership increases have been slower on the 395 S routes from Carson City to Minden-Gardnerville. Connector service has been extended to Genoa by DART (Douglas Area Rural Transportation.)

The primary purpose of the PRIDE system is for Job Access, but people can use the service for other reasons; i. e., medical, shopping, school, etc.

Pride rides are extremely reasonable, with half-fare for seniors or People with Disabilities. No prior registration is required to ride. For

those riding daily, monthly passes are

available at discounted rates. All routes have Connector service to de-



liver people to regular PRIDE stops. There is no additional charge for this Connector. When coming into Carson City on a PRIDE run on either

(see PRIDE on page 5)

New People and a New Office for Rural Regional Center

RRC is pleased to introduce some new faces and announce the opening of a new office in Silver Springs.

Debra Tobias joins

the staff in Carson City as a Service Coordinator. Debra comes to RRC with a wealth of good experience, good sense, and a wonderful

sense of humor. Debra has worked as a case manager in rehabilitation and is the parent of an independent and as-

(see Welcome on page 4)

1) ***When did Trinity's Carson CTC open?***

Our doors opened in October of 2000 as a result of the Nevada Rural Regional Center asking Trinity to come to Carson City because of limited service options available for people with disabilities.

2) ***How many people are being served?***

Currently we serve 17 individuals, and there are several others who are looking at joining us in the near future.

3) ***What is the name of Trinity's CTC?***

How did this name come to be? We have been trying to come up with a name for over a year now that would best fit, however, we are still searching.

4) ***What type of vision does Trinity base its services upon?***

Our mission statement is: "Trinity Services strives to be a leader in providing the highest quality, sociably responsible and cost-effective services and supports to persons with disabilities, so that they might achieve their full potential and have the opportunity to live full and abundant lives. Also, Trinity Services has a commitment to personal outcomes outlined by The Council on Quality and Leadership. The personal outcomes represent the wishes of the individuals we serve. We believe very strongly on the fact that the more we know about the people we serve, the better we are able to serve them.

5) ***What do people experience at Trinity CTC?***

Individuals have the opportunity to participate in a variety of programs de-

pending on their needs and interests. These include Wellness, Horticulture, Money Management, Knowing your rights and responsibilities, Community Awareness, Hobby Development, Job Development, Safety and Personal/Social Development. On Fridays, we do something called "We Appreciate You" at which time each of the people that we serve are being recognized for something that they have accomplished for the week. Everyone appears to love it and look forward to being recognized. Also, Wednesdays are our culture days. One country is picked for the month and each Wednesday we learn about that culture. Our first one was Italy. People made a flag for Italy, learned about the different customs, language and currency and had a chance to taste authentic Italian food.

6) ***What successes has Trinity had since its opening?***

On October 5, 2001, we received a 3 year accreditation (highest level) from The Council on Quality and Leadership in Supports for People with Disabilities.

We have tripled in the number of individuals we serve since opening. We also participate in the Transition Committee which assists people with disabilities transition from high school to the community.

7) ***What plans does Trinity have for the future?***

Our more immediate plan includes expanding employment opportunities for people. We are excited about the development of SafeNow, which offers a line of nontoxic cleaning products that do not contain the dangerous chemicals often found in leading cleaning brands. This program will provide employment opportunities the people we serve through bottling and distributing "SafeNow" products. The products will be available to all. I'm

hoping that once the word gets around, the demand will grow and we could open a store selling the products. Of course the individuals at will be working in the store and learning new skills at the

same time. In addition, I see us growing not only as a CTC but also offering any other services needed by the community (i.e. men's/women's group, social club) that would take place in the evenings.

8) ***What makes Trinity Special?***

Every effort is made to serve the whole person rather than simply addressing daytime "pragmatic" needs.



Paivi shows us the "SafeNow" distribution machine at Trinity.

Bringing Toys Of Joy To Those Far Away. By Linda Small

Linda Small, the QMRP at Sonoma Industries in Winnemucca, went to Bobota, Columbia to help out for ten days with ***In Ministry to Children*** which is a mission program that works with the street children of Bogota.

When the employees at Sonoma Industries found out about the trip, they wanted to do something to help bring some happiness to the children so far away. The employees decided to gather some toys for Linda to take with her. As they sorted through the many toys that were donated to Sonoma, they picked out the nicer smaller

toys and gathered them together.

The employees who helped with the collection and organization were, **Kim Morris, Maria Martinez, Bonnie Munoz, Lena Thompson, Roberta Johnson, David Carlson, TJ Watkins, Richard Sounders, Michael Root, and Steven Day.** Because of the efforts of these people a large suitcase was filled completely for Linda to take with her on the trip. Linda took the toys with her on her trip and gave them to IMC.



On the afternoon of Sunday December 2, 2001 a play was put on in a park in Lucero (one of the poorest parts of Bogota). After the play, the toys and other donated items were handed out to the needy children. There were around 300 children present for this, and thanks in big part to the caring

hands of Sonoma all children were able to take something home with them.

Congratulations Go Out To...

Tim Gets His Permit, and Wants to Tell All!

Tim Hooper is proud to announce his recent accomplishment of passing the written driving test and receiving his learners permit. Tim has been diligently working towards getting his permit, and with the support he received from his service provider Tim was able to study diligently for the exam.

On January 16th Tim walked into the DMV in Winnemucca, and within an hour, walked back out with his permit, and a smile from ear to ear. Tim tells us

"All I need now, is someone to take me driving." Tim hopes that his brother will be up to the task.

Tim is currently pricing vehicles, and hopes to own his own here in the near future. Way to go Tim!

- * Therese Herrera and James Watson for being selected as employees on the Western Nevada Community College Enclave.
- * Nick DeNardo for moving to his own apartment.
- * Ginger Lenox for completing a WNCC sign language class.
- * Cathi Ostrander for high marks on her employment evaluation at Safeway and the choice to be promoted to the position of Stocker.
- * Monique Roybal for the opportunity to be trained for a promotion at Red's Old 395 Grill. Monique has aspired to be a Dish-washer for some time
- * Vanity Theisen for becoming very qualified in computer skills, after obtaining a new up-to-the minute computer system.
- * Cindy Atkins for the wage increase at CII Industries, which includes added responsi-

bility and, get this, her own section to handle.

- * Tanya Stortz for success and a wage increase at her job in Day Care at Western Nevada Community College.
- * James Watson for measurable success towards his goal of earning an Associate Degree at WNCC, and his change of goal to obtaining a Bachelor's Degree.
- * Tonia Johnson wins the best cookie award. Mrs. Johnson baked several dozen cookies at Christmas and shared them with RRC staff. 1 cup flour, 1 cup sugar, 1 tsp vanilla, 4 eggs, 1 cup brown sugar, 1 cup butter, 1 bag Hershey's chocolate chips. Drop in ungreased cookie sheet table spoon size drops. Bake at 350 degrees for 10 minutes until golden brown. Let cool for 10 minutes and ENJOY!

Ely Is Doing Its Part To Help The BLM!!

By Maurine Fisher

"I like to learn how to do something new, so it's been fun learning how to make flags." This statement comes from Teresa Allred, an employee at the White Pine Community Training Center in Ely. She, along with other workers, has been making surveying flags to be used in wildlife rehabilitation projects by the Ely Bureau of Land Management.

"We make red, blue, yellow, and white," says Rosemary O'Donnell. She is referring to the different col-



ored material to be attached to a wooden stake. Flag making is a four-step process. Material is first measured and cut, next rolled on to a stake, then stapled into place, and finally rolled and bundled for transport. Consumers take turns completing each step, but using the staple gun seems to be everyone's favorite job.

Marc Thomas is our muscle man. We depend on him to cut the wire for bundling. "I have to cut it the right

size so it will fit," he says, referring to the length of the wire needed to wrap 25 flags in a bundle.

It is an exciting feeling when the allotted number of flags is completed and we can call BLM for pick up. The workers anxiously wait to proudly show their accomplishments to the BLM employees. We enjoy our small contribution in this important project and look forward to other opportunities to work with other agencies in the future.

2002 WINTER OLYMPICS

by Marietta Aquino

The 2002 Winter Olympics is here. The torch has been carried throughout various states including Nevada. One of Fallon's residents, Daniel Aslin, had the honor of running the Olympic torch in Carson City on January 21, 2002. How was he chosen for



this? Chevrolet and Coca Cola asked for nominations in search for torch bearers. His mother, Jan Aslin, nominated him through a fifty word essay on why he should carry the torch. Daniel enjoyed running the 2/10th of a mile in Carson City carrying the Olympic Torch. His mother purchased the torch

for Daniel to keep to remind him of this big event. Daniel has been a resident of Fallon for a year and a half. Daniel works at Fallon Industries Thrift Store three days a week and on the Wal-Mart enclave two days a week. Congratulations Daniel on representing Nevada in the 2002 Winter Olympics! Way to go!!!

Ruby Mountain Resource Center expanded the Thrift Store to include a specialty clothing boutique which is located in the old Thrift Store location of RMRC. Newer clothing items donated by area local businesses such as J.C. Penny and Fashion Bug are featured in this small but comfortable location. Employees that are nervous around large crowds or groups of people feel a bit more comfortable cashiering and learning the retail industry in this smaller location.

Melissa Walsh Program Coordinator at RMRC contracted

with the Red Lion Inn and Casino to assemble coupon books called "fun books" that they offer to locals and tourists as gaming and eating incentives. Ruby Mountain receives a monthly donation for assembling the fun books.

Jody Chadwell, Jackie Adams, Lory Hatch, Melissa Walsh and Catherine Woods have been attending a PBS training offered through the State of Nevada at the Elko County Library. They intend to share the training procedures they learn with staff members on their monthly staff training days. A big thank you to all

RMRC staff for taking charge during our absence and pulling together to get the job done.

On a personal note I would especially like to thank all who have helped RMRC and me personally achieve the many goals we had for ourselves this past year. RMRC has undergone some enormous transformations both visually and professionally and the daily mood is reflective of the wonderful possibilities that can and do evolve with change. Thank you for a job well done! Much continued success is anticipated in 2002!

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sertive young man who has disabilities. She is a parent advocate and eager to assist parents to network and share their support and experience.

Julieann Pankey is a clinical psychology extern and advanced graduate student from the University of Nevada, Reno.

Julieann is interested in rural mental health and disability issues and plans on specializing in supporting people with neurological conditions. Julieann offers therapy services to people who

otherwise would have difficulty getting these services in the Carson City area. She also can provide consultation and brief therapy throughout the rural region and does psychological evaluations to assist people to access services and receive Medicaid assistance through the Home and Community Based Waiver.

Mark Swain is completing his Ph.D. in psychology from UNR and has joined RRC as a Service Coordinator. Mark is opening up a new office in Silver Springs, which will provide supports to

people and families in Fernley, Silver Springs, Yerington, Hawthorne and points in-between. Mark has been a family consultant, program manager for Trinity Services in Reno, teacher, advocate, and behavioral consultant for many years. He is the new father of twin boys. The Silver Springs office will share space with Silver Springs Mental Health beginning February 8.

We are fortunate to have Debra, Julieann and Mark join all of us who work on behalf of rural Nevadans.

RRC is Proud to Announce New Silver Springs Office!! By Mark Swain

My name is Mark A. Swain and I am very excited about the opening of our new office located in Silver Springs. I have been working with people for over ten years, and feel this opportunity to conduct case management services will be my best opportunity thus far to assist people in realizing their personal goals.

The nature of case management has changed drastically over the years. In fact the entire approach has been re-directed to

"...and gone are the days where "professionals" or "teams" decide what is best for a person."

put the person who receives supports in charge. That is, the hopes, dreams, ambitions, goals of the person being served now direct the entire process, and gone are the days

where "professionals" or "teams" decide what is best for a person. I have been a long time supporter of these changes.

Luckily, I have found a group of people at Rural Regional Center, who believe like I do, that people should direct their own lives, in-

cluding any services that they may receive through our agency. I am happy to be a part of this team, and I look forward to meeting people in rural Nevada. And most importantly, I am looking forward to assisting people in realizing their own personal goals.

Please feel free to call me at the Silver Springs office at (775) 577-4077 if you would like to speak with me. The address is 3595 Highway 50, Suite 3, Silver Springs NV, 89429. I am looking forward to meeting and working with all of you

If A Disaster Were To Occur, Are You Prepared? By Linda Suzanne

We Americans have started to realize that living in the most powerful country in the world is no longer the protection we once thought it was. The Oklahoma City bombing in 1995 and the recent anthrax scare helped us realize that domestic terrorism is a risk, and the bombing of the World Trade Center on September 11, 2001 caused us to feel more vulnerable to the reality of foreign terrorism. In addition to the above man-made disasters there are natural disasters such as earthquakes, fires, floods and severe weather. Accidents such as toxic, radiological or chemical spills are also disasters that would affect people downwind of the site or major highway. As Nevada residents we are already aware of explo-



sions and aircraft crashes that have occurred throughout the state, and how these impacted the local population and services.

Life itself seems to imply risks as well as the opportunity to learn from them. The CDC (Centers for Disease Control) used the events of last fall as an opportunity to provide an extensive series of satellite broadcasts on how we look at disasters, weapons of mass destruction and what we would be able to do to prepare for this possibility. Although the military and the medical fields are currently the most knowledgeable, individuals bear the responsibility of sustaining an event for 3 days until additional help is available. The American Red Cross and other emergency oriented agencies, federal,

state, local, and private have in the past reported on how risks can be mitigated in both man-made and natural disasters. TOPOFF, a federal test of US Critical response was conducted on May 17th 2001 with a plague release scenario. The American Nurse Association prepared a curriculum targeted at mass casualty with a coalition of public private partnerships. Few nurses or physicians until recently could recognize anthrax, plague, smallpox or even botulism, much less the variety of chemical weapons.

Every disaster is first a local event. Depending on the severity, duration, and extent of an event other agencies may become involved. Because of this, risks can most easily be mitigated on an individual and community basis, by people being informed and being prepared. Disaster preparedness is not new. How we prepare

Third Time is The Charm, PBS Makes its Way to Rural

By Bill Hammargren

We talked about it this past June, and now Positive Behavioral Supports (PBS) has finally made it to Elko.

Elko was proud to have three trainers from PBSNV come to town on January 17th. When the first training session was over on the 18th, seven focus people had been identified, and teams for those people assembled. The talk was positive, and the high level of energy from all participants was evident.

These groups have been given the task of helping to eliminate problematic behaviors by focusing on a persons environment verses the behavior.

Groups consisted of people from all walks of life. There are parents,

friends, school staff, provider staff, and RRC service coordinators. Every team is individualized for the focus person, and there is enough mix of staff to make the mixing of ideas very educational for all involved.

This is my first stab at trying to implement the teachings of PBS, and if the first session is any indication of what's to come, the experience will definitely be rewarding, and very beneficial to the focus people.

I wanted to take this opportunity to thank PBSNV for bringing the training to Elko, and especially the three trainers that started things off. They included Kate McCloskey, M.A., Elaine Brown, Ph.D., and Dee Dee Bossart, M.A.

from your home to a regular PRIDE stop. Call the Connector Service in Carson City for arrangements. For information on routes, rates, Connector Service, monthly passes, etc., in Carson City, call (775) 888-0909. For information on all RURALPRIDE services, Central Dispatch may be reached at 866-575-0252 (toll free).

OARC RECEIVES DONATIONS FROM STUDENTS OF PIONEER SCHOOL IN CARSON CITY

A very welcome surprise was a donation of many, many food items and stuffed animals from the students of Pioneer School in Carson City. Consumers in our Supported Living Program are currently in the process of accumulating items for Emergency Disaster Kits, and many of the food items were perfect for this purpose, saving many dollars for the people at OARC. Other items were used to assist those in need of food items and to help make Christmas much nicer for many of our people. Deep gratitude goes to the students for their generosity and attitude of caring. They are great.

Quotable Quotes:

"If you're not pissing somebody off, you're probably not getting the job done."

Nancy Weiss

"Presume competence".

Kathie Snow

(PRIDE from page 1)

the Highway 50E or 395S runs, Ormsby ARC will be there to transport you to your desired locations. Lyon County Transit provides Connector Service for Dayton, Silver Springs, and Yerington area.

For trips to a PRIDE stop, prior arrangements must be made. Call the Connector service in advance for return rides or for connections

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some new workgroups:

1. Provider Partnership with RRC/

A regional provider group consisting of representative of all provider agencies in rural Nevada will work together to share resources and ideas, identify areas of common interest, and work as a group in partnership with RRC. Mary Winkler of OARC and Khristy Stewart of Edu-Care are leaders of this group.

2. People are Connected to Others in their Community/

This workgroup will include provider staff, people who receive services, and community members from each major area in rural Nevada. The workgroup will look at ways to increase community participation, integration, options, and non-paid relationships by examining what staff can do to support these outcomes. Bill Hammargren (RRC Winnemucca) will coordinate the workgroup.

3. People Direct their Supports/This workgroup will include support providers, especially direct support staff, and people who receive services. The workgroup will fo-

cus on ways to find out what is important and valuable to people and how to involve people (and support staff or others who know them well) in decision-making. This will mean developing strategies to discover preferences and teach choice making skills. Tonia Johnson (Carson City) and Mark Swain (RRC Silver Springs) will assist this group.

4. People Know About Available Services/This workgroup will work on developing information for people and families about the range of options available, how to submit a grievance or complaint, how to access emergency services, and resources for getting adaptive equipment and other needed supports. Finding out what people want to know about will be important. Debra Tobias (RRC Carson City) and Colleen Rather (Carson City) will be the coordinators.

In addition, the **People Exercise Their Rights and**

Responsibilities Workgroup is looking for members from across the region to continue to find ways to support self-advocacy and develop ways to discover and support the rights that are important to each person. Tom Bethmann (RRC Carson City) is the coordinator of this group.

WORKGROUP MEMBERS ARE NEEDED FROM ALL OVER RURAL NEVADA!!

If you or someone you know would be interested in joining one of the workgroups, please contact the coordinator or call Marcia or Lora at the Carson City RRC office at 775-687-5162 and we'll con-

nect you to other people in the group. Remember, each workgroup needs members from all across the region. RRC will be providing technical

assistance so that people can meet and talk together. Look for more information in this newsletter.



A Quick Thank You Goes out to Catharine at Ruby Mountain by Melissa Walsh

I would like to take this time to thank Catherine Woods for joining the Ruby Mountain Resource Center team. Catherine has been with Ruby Mountain for over a year now. HOORAY!!! She has brought to us her huge heart, professional demeanor and sense of humor (which is vital quality to have in this profession we all

know). Catherine has not only changed the whole appearance of RMRC on the outside (which we badly needed) but made us all come together as a family. She makes me want to come to work

everyday which is a luxury not everyone has. So, thank you

Catherine for making Ruby Mountain what it is. I hope we have many more great and memorable years together professionally and personally. Keep up the

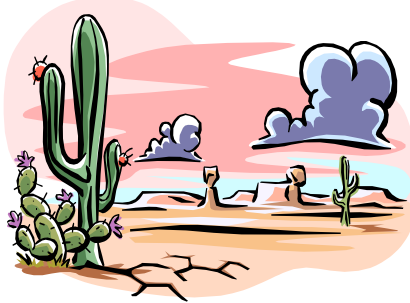
good work!

"Catherine has not only changed the whole appearance of RMRC on the outside..."

Task Force on Provider Rates Needs Participation from Rural Nevada!

By Marcia Bennett

The Task Force on Provider Rates is analyzing and making recommendations to Governor Guinn on reimbursement rates paid by state agencies and Medicaid for community-based services. In the rural region, providers of jobs and day training and supported

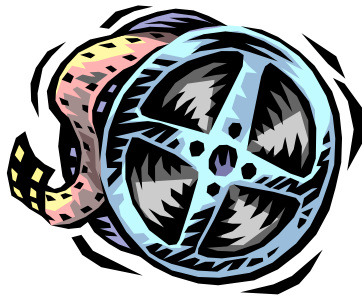


living services will be contacted by the consultant, EP&P, and asked to provide information on costs of providing services during the calendar year 2001. Information from rural providers is important, since our costs can be affected by situa-

tions unique to rural communities, such as increased travel time and costs, lack of some services, etc. Providers are encouraged to participate in this study and provide the "rural picture". You will be receiving a letter soon from the consultant, inviting your participation. If you have questions, you can call Mark or Aaron of EP&P at 1-800-310-8395.

Roberta's Top Five Movie Reviews! By Roberta Johnson

WHAT WOMEN WANT-Is a wonderful movie to see with Mel Gibson. Its special effects are scary but have funny points too. Alan Alda is funny. You can rent or buy this movie at your local video store. It's good to watch alone or with some family. Not good for really young children.



The costumes were very colorful and weird looking. The music by Faith Hill was wonderful. The director, Ron Howard, did a good job. Molly Shannon, who was in "Superstar", was very good. Two times winner of the golden globe winner, Jim Carey was superb. It was very bright, colorful, moving and sad.

JUMANGI-This movie is about a game you play that actually happens as you play it. The animals come to life and can hurt you, so you have to finish the game or terrible things can happen. It's a good all around exciting movie.

DR. SEUSS'S "HOW THE GRINCH STOLE CHRISTMAS"-Is a good movie to watch, but not for little children.

CROUCHING TIGER/HIDDEN DRAGON- Is a very extreme movie for viewers. Chow Yon Fat is very good with the sword and can really win a fight. The Directors did a great job making a movie with sword fights, jumping from trees and buildings with fighting. They speak Spanish too. The costumes were good and it had a lot of action. Rated PG-13 for parents to

strongly caution on language.

BATMAN AND ROBIN-This movie is great live action, very extreme and hell on ice. It's really colorful George Clooney, Batman, and Chris O'Donnell, Robin, do a great job of saving the city. The bad woman is Poison Ivy, Uma Thurman and Arnold Swartenegger (?), Ice Man, is the bad man. The make-up is really good and special effects are awesome. Lots of action in this movie.

Editor's note: Roberta Johnson is a young woman who lives in Winnemucca, and works part-time for Blockbuster Video. Roberta loves movies and is an avid movie goer. Roberta plans on sharing her picks with us regularly, and her efforts to bring entertainment into our homes is greatly appreciated.

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***Supporting the Voices and Choices
of Rural Nevadans!***

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for the possibility might be new. We all need to look around, survey our environment. People living in earthquake prone regions (along the Sierra Nevada range, and along the east-west corridor of Interstate 80 in Nevada), or flood plains, live with a known risk factor for these kinds of natural hazards. People living in forested areas and open grass lands are more at risk for fires. In February, traffic along Interstate 80 is expected to increase significantly because of the Olympics in Salt Lake City, and this automatically increases risks to these communities.

There are things we can do to decrease the stress we are experiencing from terrorism, and preparing for the unexpected.

* 1. Begin ***talking to your family*** about where you would try to meet if a disaster prevented you from returning home.

* 2. ***Create a communications plan*** with an out-of-town contact, and make sure that everyone has their phone number, address, or E-mail. Leave the contact number in your children's schools. Phone service (including cell phones) frequently doesn't work in emergency affected areas, but E-mail can sometimes get through. Pets are not allowed in shelters, arrange for someone to check on or feed them.

* 3. ***Prepare a "disaster supply kit"***.

Collect first aid items in one place such as a duffel bag or easy to carry container; add a supply of your regular medicines. The elderly, infants, or special needs people may need special formulas or items. Purchase and store 3 gallons of drinking water per person, as "sheltering in place" may be necessary. Put flashlights and extra batteries together, where they can be easily located in the dark. A change of clothing (consider long sleeve shirts, long pants and sturdy shoes which provide more protection) for each person in the household is suggested, as well as a sleeping bag. Select and store canned foods that can be eaten without cooking (crackers, dried fruit, canned tuna, vegetables, spaghetti, fruits, peanut butter, and/or meat) for three days for each person.

Tools are frequently useful (hammer, screw driver, pliers). Toss in reading material, cards, or board games for entertainment. Have a battery operated radio or television with extra batteries to receive updated reports and/or instructions as they become available. Cash is also a good idea to include, as well as copies of important family documents (birth certificates, passports, and licenses) in your kit. A safe deposit box is the best bet for securing essential documents such as insurance contracts, birth and marriage certificates,

life insurance beneficiary designations and wills.

* 4. ***Check on the school emergency plan of any school-age children you may have.*** Will the school keep children until a parent picks them up, or will they be sent home. Find out what authorization the school may need to have another adult pick up your children, if you aren't able to do so. Again, during an emergency school phones will likely be overwhelmed. Give the school your E-mail or family contact.

Resources available to help with disasters and safety are the local Red Cross chapter for the brochure titled Your Family Disaster Supplies Kit and/or Before Disaster Strikes....How to Make Sure You're Financially Prepared. These documents are also available at www.redcross.org. For information about your community's specific plans for response to disaster and emergencies, contact your local office of emergency management. Web sites for specific information on biological or chemical agents used in mass destruction are Centers for Disease Control and Prevention (CDC) www.bt.cdc.gov, the US Department of Health and Human Services; www.hhs.gov, and the Federal Emergency Management Agency; www.fema.gov.

Consider taking a first aid class, or CPR class.